

14 FAH-5 H-800 DPO USPS INDEMNITY CLAIMS PROCESS

14 FAH-5 H-810 INDEMNITY CLAIMS

*(CT:DPO-2; 12-17-2013)
(Office of Origin: A/LM)*

14 FAH-5 H-811 POSTAL INSURANCE COVERAGE

(CT:DPO-1; 11-14-2013)

The Office of Diplomatic Pouch and Mail (DPM) strongly suggests all customers consider purchasing postal insurance for any or all items that are valued up to \$5000 and/or fragile. It's also recommended that mail preparation meet the requirements published in the USPS Domestic Mail Manual (DMM). The DMM is available online.

14 FAH-5 H-812 PURCHASE OF POSTAL INSURANCE

(CT:DPO-1; 11-14-2013)

- a. If the customer purchased insurance at the time the package was mailed, this insurance provides for compensation in case of loss or damage. The information in this chapter also applies to domestic postal insurance purchased online using Click-N-Ship.
- b. Insurance is not included in the postage costs. Insurance for merchandise, gifts or other valuable articles must be purchased at the time of mailing.
- c. In the event of loss or damage, the Postal Service reimburses the lower of repair costs or the value of the article at the time of mailing, up to the amount of Insurance purchased.

14 FAH-5 H-813 PAYABLE CLAIMS

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(CT:DPO-1; 11-14-2013)

The specifics of indemnity claims that are payable include, refer to Payable and Non-payable Claims:

- (1) Actual value of lost articles at the time and place of mailing;
- (2) Cost of repairing a damaged article or replacing a totally damaged article not exceeding actual value of the article at the time of mailing or the amount of insurance coverage purchased;
- (3) Reasonable costs incurred duplicating documents such as:
 - (a) Copying service charges;
 - (b) Notary fees; and
 - (c) Other direct and necessary expenses or costs, as determined by the Postal Service. (Check with your local postal clerk and DPM.)
- (4) Cost of outer container, if designed and constructed exclusively for the article sent;
- (5) Postage (not fee) paid for sending damaged articles for repair. (The Postal Service must be used for this purpose.); and
- (6) Cost of filing a lost ticket report with the airline.

14 FAH-5 H-814 CLAIMS NOT PAYABLE

(CT:DPO-1; 11-14-2013)

Indemnity is not paid for Insured Mail in these situations, refer to Payable and Non-payable Claims:

- (1) Evidence of insurance coverage is not provided;
- (2) Loss, rifling, or damage occurred after delivery by the Diplomatic Post Office (DPO);
- (3) Claim based solely on sentimental rather than actual value;
- (4) Requested replacement value exceeded actual value at the time and place of mailing;
- (5) The contents of film (e.g., positives, negatives, slides, transparencies, videotapes, laser disks, x-rays, magnetic resonance imaging (MRI) prints, computerized axial tomography (CAT) scan prints), the cost of creating or re-creating these items, or the photographer's time and expense in taking the photographs;
- (6) Loss resulted from delay of the mail;
- (7) Consequential loss claimed rather than the actual value of the article;
- (8) Perishable contents that froze, melted, spoiled, or deteriorated;

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- (9) Damage by abrasion, scarring, or scraping to articles not properly wrapped for protection;
- (10) The mailer or addressee failed to cooperate in the completion of required claim forms;
- (11) Fragile nature of article prevented its safe carriage in the mail, regardless of packaging;
- (12) Personal time required to replace documents;
- (13) Claim filed after the article transported outside the Postal Service. (i.e. down-stream DPO locations serviced via pouch);
- (14) Damage caused by shock, transportation environment, or x-ray, without evidence of damage to the mailing container;
- (15) Mail article or part or all of its contents officially seized while in the military/diplomatic postal system overseas;
- (16) Non-mailable items, prohibited items, or restricted items not prepared and mailed according to postal standards, or any item packaged in such a manner that it could not have reached its destination undamaged in the normal course of the mail;
- (17) Loss or damage caused by employees or agents of the mailer or addressee;
- (18) Radioactive injury, electrical or magnetic injury, or erasure of electrical recordings;
- (19) War, insurrection, or civil disturbance, or seizure by any agency of government;
- (20) Loss after items signed for by the addressee, the addressee's agent, or delivery employee if authorized under the applicable standards;
- (21) Cost incurred for estimates and appraisals;
- (22) Lottery tickets, sweepstakes tickets, contest entries, and similar items.
- (23) Mailer refuses to accept delivery of the parcel on return;
- (24) Mail not bearing the complete names and addresses of the mailer and the addressee that is undeliverable as addressed to both the addressee and the mailer;
- (25) Event or transportation tickets (e.g., concert, theater, sport, airline, bus, or train) received after the event date. Such items are insured for loss, but not for delay or receipt after the event date for which they were purchased; and
- (26) Software installed onto computers that have been lost or damaged:
 - (a) Damaged articles for which the claims are not filed within the prescribed time limits. (See 14 FAH-5 H-816.2 for time limits for filing

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claims).

- (b) Personal time used to make hobby, craft, or similar handmade items.

14 FAH-5 H-815 WHO CAN FILE AN INDEMNITY CLAIM

14 FAH-5 H-815.1 Claims For Damage to or Loss of Contents

(CT:DPO-1; 11-14-2013)

Instructions for Filing Indemnity Claims for Loss or Damage can be found at the following USPS link for Indemnity Claims:

- (1) Either the mailer or addressee may file a claim; and
- (2) If the mailer initiates the claim, then the addressee should retain the article including the container and packaging for inspection by the local Diplomatic Post Office and should **not** return it to the mailer.

14 FAH-5 H-815.2 Claims For Complete Loss

(CT:DPO-1; 11-14-2013)

Either the mailer or the addressee, whoever is in possession of the original mailing receipt, may file the claim.

14 FAH-5 H-816 WHEN TO FILE AN INDEMNITY CLAIM

14 FAH-5 H-816.1 For Damage to or Loss of Contents

(CT:DPO-1; 11-14-2013)

A claim for damage or loss of contents should be filed immediately, but no later than 60 days from the date of mailing refer to: Providing Proof of Loss or Damage.

14 FAH-5 H-816.2 For a Lost Article

(CT:DPO-1; 11-14-2013)

Customers must file a claim for a lost article within the time limits in the chart below:

Type of Service	Claim may not be	Claim must be
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	filed until...	filed within...
Insured Mail	21 days	180 days
APO/FPO/DPO Insured (First-Class Mail, or SAM)	45 days	1 year
APO/FPO Insured (Surface Mail)	75 days	1 year
	...after date of mailing	...from date of mailing

NOTE: Express and Registered Mail are not standard DPO offerings. In cases where posts receive complimentary Department of Defense (DoD) support as outlined in a memorandum of understanding, the postal officer should work with his or her designated DoD point of contact (POC).

14 FAH-5 H-817 THROUGH H-819 UNASSIGNED

14 FAH-5 Exhibit *H-811* Postal Offense Reporting Procedures

(CT:DPO-2; 12-17-2013)

Postal Offense Reporting Procedures

What is a Postal Offense?

- a. Postal offenses are occurrences that violate laws or United States Postal Service (USPS) and State regulations, and jeopardize the security of mail and other USPS property. These offenses include but are not limited to:
- (1) Mailing of illegal drugs or other prohibited matter;
 - (2) Theft, rifling, delay, destruction, or interception of mail while under the jurisdiction or custody of the DPO, at all levels;
 - (3) Alteration, destruction, or other unauthorized disposition of postal records;
 - (4) Use of the mail to defraud;
 - (5) Robbery, burglary, or forceful entry of military postal activities, or USPS facilities located on Department installations operated by Department personnel;
 - (6) Abuse or unauthorized use of Diplomatic Postal System (DPS) privileges (i.e., allowing unauthorized personnel to use your address to receive mail);
 - (7) Theft, destruction, manipulation, misappropriation, or embezzlement of postal funds, blank Money Orders (MOs), MO imprinters, mail keys, stamps, and stamped paper, including meter postage, postage value imprinters, or postmarking devices; and
 - (8) Altering, counterfeiting, forging, or fraudulently passing MOs and other postal paper.
- b. Unless criminal intent is suspected, do not report DPO postal losses when immediate restitution is made.

What should I do, as the Postal Officer, if a Postal Offense has occurred?

When it is noticed that a Postal Offense has occurred, take the following actions:

Step # 1:

Notify Local Investigative Authorities of the incident (typically the Regional Security Officer (RSO) and request assistance in fact finding and evidence gathering.

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Step # 2:

- a. Submit Postal Offense in Automated Military Postal System (AMPS). **This MUST be completed within 24 Hours**
- b. In the facts and circumstances block(s), the following is to be provided:
 1. When the incident occurred (date, or approximate date found);
 2. Where the incident occurred (if actual location known, please provide; if location is unknown, where was it found; e.g. incident occurred at San Salvador Airport (Cargo Handler Warehouse) or article was discovered when unloading the containers at handler warehouse);
 3. Was the article in a sealed air carrier container (was it on top, bottom, middle, back, front, etc.), in a sealed pouch (bag) or Letter Class (LC) Tray or Tub (was other articles rifled as well), an outside piece, bulk (loose) loaded on the aircraft, etc.;
 4. Who was involved in the incident if known, e.g. three workers for Cargo Handler were discovered stealing mail or individuals unknown?;
 5. Complete name and address of shipper, contact phone number if available (request contact number from addressee if necessary);
 6. Complete name and address of addressee, contact phone number if available;
 7. Complete description of missing articles. Please be very specific with credit cards, ATM cards, bank cards, etc., cell phones (provide company name, phone number assigned to phone if known, serial number and any other known numbers associated with the phone) and electronics (provide make/model and serial number), e.g. Visa Card in the name of John N. Jones from Name, address and phone number of financial institution or Cell Phone - LG123 - Cingular - Serial Number 123456789 - SIM CARD 111112222 and phone number assigned;
 8. Accountable number and zip code on Postage Validation Imprinter (PVI) label or accepting post office;
 9. Military and International Dispatch and Accountability System/Global Enterprise Management System (MIDAS/GEMS) tag information;
 10. How was the article rifled or damaged, e.g. appeared to be cut open, appeared to be rewrapped (re-taped), no visible damage or tampering noted; and
 11. Name of Investigative Agency, Agent with POC information.

Step # 3:

- a. Photos of the following items:
 - (1) Military Automated Transit Time Information System (MATTIS) Tag;

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- (2) Evidence of Postal Offense (i.e. the tear, or broken article container, knife cuts, etc.);
- (3) Customs Form (Ensure this reads clearly on the photo);
- (4) Customer Invoice (if applicable);
- (5) Address Label; and
- (6) Postage Validating Imprinter (PVI) Label

NOTE: For the Photos, they will be sent via a separate email entitled: "Postal Offense #X-ZIP-YEAR" (for example, 1-09777-2008).

b. The email notification must be sent to: DPM-Answerperson@state.gov.

POSTAL OFFENSE REPORTING/ESCALATION PROCEDURES

GENERAL

This section outlines procedures for reporting postal offenses. Reports of postal offenses will include the details of the facts, no matter how insignificant they may seem. Questions concerning reportable offenses and required actions should be addressed to the Office of Diplomatic Pouch and Mail (A/LM/PMP/DPM).

POSTAL OFFENSE PROCEDURES

- a. References: Tripartite Oct 2011.
- b. All Postal Offenses must be logged in using the Postal Offense link on AMPS. The following steps will be followed when reporting postal offenses:
 - (1) When it has been determined that a postal offense has occurred at a DPO, it is the responsibility of the Postmaster, DPO Supervisor or Postal Officer to submit the report through AMPS. For offenses discovered and reported by postal officers and/or DPO Supervisors, a written memorandum (Fig. 1 below) will be submitted to the servicing Postal Officer who will then input the data into AMPS. DPO Supervisors will keep the written report on file for 2 years. The written format of the postal offense will follow the electronic format set up in AMPS for ease of data transfer to AMPS from Memorandum format;
 - (2) In cases where AMPS website is inaccessible for whatever reason a hard copy will be submitted to DPM, and DPO Supervisors will input the data in AMPS as soon as AMPS is available;
 - (3) The Postal Officer must submit status update reports to DPM for each

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active case by the 10th day of each month, until the case is closed;

- (4) The Postal Officer will ensure compliance and will help RSOs evaluate, prepare, and update monthly postal offense report updates in AMPS until the case is closed; and
 - (5) Organizations that are discovered to have a loss of accountable mail will have until close of business the next working day to resolve the issue before it is reported as a postal offense (i.e., missing customer signature no PS 3849 on file).
- c. 14 FAH-5 Exhibit *H-811* Postal Offense Report (above) identify occurrences that are considered postal offenses.
 - d. RSOs, Postal Officers and DPO Supervisors are usually not expected to conduct formal investigations, but are expected to determine if an occurrence related to DPO operations (e.g., mail, equipment, funds, etc.) should be reported as a postal offense.
 - e. Postal offenses should be immediately reported to the appropriate RSO.
 - f. If uncertain as to whether an incident should be reported as a postal offense, DPO Postal Officer should contact DPM once all available facts have been gathered and before preparing the report;
 - (1) DPOs must submit an initial report via email to DPM-Answerperson@state.gov;
 - (2) DPOs must submit official reports within 48 hours of discovery via the AMPS Postal Offense reporting link;
 - (3) Postal officers must submit their official reports within 24 hours of discovery to the DPO Supervisor for input into AMPS; and
 - (4) DPO Supervisors are responsible to review AMPS to ensure Postal Offenses that have been reported in their area are reviewed and updated until the case has been closed out.
 - g. Upon receipt of the AMPS Submitted report, DPM will review the report to ensure all required data is reported correctly. Should the report require changes/additional information, it will be returned via e-mail to the originating DPO with DPM's recommendation, or coordination/made verbally by telephone.
 - h. Unless the offense is an opened/closed case when initially reported, DPOs must submit update reports to DPM by the 10th day of each month until the case is officially closed by the investigating agency/officer (Encl. #2).

POSTAL OFFENSE REPORTING PROCEDURES IN AMPS

LOCAL LEVEL REPORTING:

- a. Log onto AMPS and click the Military Post Office (MPO) Information tab.

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- b. Click the Postal Offense link on the left hand side of the screen.
- c. Click the Report a New Offense link. A box stating the Privacy Act appears. Read and click OK.
- d. Most fields in the heading of the Postal Offense Report page are filled automatically, and any missing information should be added.
- e. Choose a selection from the Postal Offenses Category box.
- f. Choose a specific offense from within that category and type or copy it into the **Type of Offense** block. (i.e., "Theft, rifling, delay, destruction, or interception of mail while under the jurisdiction or custody of the MPS, at all levels" is the selected Offense Category). The specific offense is "**Destruction**" which is one of the offenses included in this Offense Category. "**Destruction**" is entered into the **Type of Offense** block.
- g. Select the **Date of Incident** and the **Reporting Unit/Location** from the applicable drop down boxes. Postmasters should have all (Army Post Office (APO) numbers in the area that they service. Select the proper APO for the location where the offense occurred. Enter the names of all **Personnel Involved**.
- h. Check the applicable boxes for "**Type of Personnel**".
- i. Enter detailed information in the **Facts and Circumstances** section.
- j. Enter all **Involved Organizations**.
- k. Enter the name of the **Investigative Agency**.
- l. Enter the **Case Number (1-09XXX-YYYY format 2-09XXX-YYYY for subsequent offenses at the same DPO etc.)**.
- m. Enter the email address of anyone else who needs to be notified in the **Forward Notification** to section.
- n. If a parcel is involved with the offense, enter the requested information. Note: if more than one parcel is involved, send additional information via email.
- o. Click the **Submit** button.
- p. A box appears with the statement "You are going to submit a new Postal Offense report, do you wish to continue?" Click **OK** to proceed.
- q. A box appears with the assigned postal offense number and a statement of how to submit pictures. Click the **OK** button to complete the report and submit it to your Major Command (MACOM).

DPM LEVEL REPORTING

- a. Log onto AMPS and click the **MPO Information** tab.
- b. Click the **Postal Offense** link on the left hand side of the screen.
- c. Click **Review/Process New Postal Offense Reports**.

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- d. From the dropdown box, select a Postal Offense number and click the **go** button.
- e. Once review/process is complete, click **OK**.
- f. The report is automatically forwarded to Military Postal Service Agency (MPSA).

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(Figure 1):

DEPARTMENT OF STATE
(OFFICE SYMBOL)
(POSTS MAILING ADDRESS)
WASHINGTON DC 20521-####

MEMORANDUM FOR POSTAL OFFICER, DPO XXXXX,

SUBJECT: Postal Offense- (use the offense listed in Para 1a.)

a. In compliance with the Tripartite Agreement the following information is furnished:

- (1) **Postal Offense Category:** (Postal Offenses are listed in AMPS);
- (2) **Date Offense Occurred and Reporting Unit/Location:** (Indicate whether postal clerk or unit mail clerk and name(s), and if responsible for loss. Reporting unit/Location will be the DPO number 09XXX that the offense OCCURRED at. i.e. US Embassy (name) DPO AE 09XXX;
- (3) **Personnel Involved:** (Names of individuals and status of each individual i.e. State, FTE, FS, GS, EFM, Military Member, Civilian. Other);
- (4) **Facts and Circumstances:** (Reflect information relating to recovery and disposition of mail, and inclusive dates of such mail. If accountable mail is involved, indicate amount, type, accountable numbers, content, and value, if known. If being held as evidence, so state, and give amount and estimated date of release. If previous incidents have occurred, provide previous date(s));
- (5) **Organizations involved:** (Indicate date referred to investigative agency, including agent's name, designation, and location of the agency, and case number assigned, as appropriate);
- (6) **Investigative Agency:** (Enter RSO, USPIS, Local Authorities, Do not use N/A for this category);
- (7) **Case Number:** (Enter Military Law Enforcement case number if applicable. If not leave blank); and
- (8) **Parcel Description and Acceptance:** (If item is on the parcel list Office of Acceptance customs form details. Mailer Address and Addressee. This is particularly important for parcels containing illegal Items received by DPO locations);

b. **The above listed postal offense investigation is expected to be concluded on (enter date)**

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Encl

(Name)

(Title)

Postal Officer

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14 FAH-5 Exhibit H-812
Postal Offense Report:

(CT:DPO-2; 12-17-2013)

Postal Offense Report

Reported By:
Address:
Email Address: Phone:

Postal Offense Category (select one):

<input type="radio"/> Mailing of illegal drugs.	<input type="radio"/> Other prohibited matter.
<input type="radio"/> Mailing of Alcohol.	<input type="radio"/> Theft of mail.
<input checked="" type="radio"/> Rifling of mail.	<input type="radio"/> Delay of mail.
<input type="radio"/> Destruction of mail.	<input type="radio"/> Interception of mail.
<input type="radio"/> Alteration of postal records.	<input type="radio"/> Unauthorized disposition of postal records.
<input type="radio"/> Use of the mail to defraud.	<input type="radio"/> Robbery of military postal or USPS facility.
<input type="radio"/> Forceful entry of military postal or USPS facility.	<input type="radio"/> Abuse or unauthorized use of MPS privileges.
<input type="radio"/> Destruction, manipulation, misappropriation or embezzlement of postal funds, blank money orders (MOs), Money Order imprinters, mail keys, stamps and stamped paper, including meter postage, postage validation imprinters, or postmarking devices.	<input type="radio"/> Altering, counterfeiting, forging, or fraudulently passing MO and other postal paper.
<input type="radio"/> Wrongful filing of postal claim.	<input type="radio"/> Accessory after the fact for failure to notify authorities of a postal crime against the USPS or MPS.
<input type="radio"/> Miscellaneous.	

Type of Offense: (100 Characters)

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09/05/2012


---Locations List---

☐ Prograde ☐ Retrograde

Destination ZIP:

[illegible]

☐ Military
 ☐ Local Hire
 ☐ DoD
 ☐ Contractor
☐ Seasonal Employee
 ☐ Airline Employee
 ☐ Other

[illegible][illegible]

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Case Number:

Barcode: (Up to 40 Characters)

Forward Notification to:

If a Parcel, please enter:

Office of

Acceptance:

Mailer Address:

Addressee:

Bottom of Form

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14 FAH-5 Exhibit H-813
Postal Offence Example:

(CT:DPO-2; 12-17-2013)

Postal Offense Report # 1-09700-001

Status: Open

Point of Contact:	DPO Postal Officer Name; IMO/GSO John Doe		
Address:	DPO AE 09700		
Email:	Doej2@state.gov	Phone:	202-XXX-6856
Registered by:	DPO POSTAL OFFICER JOHN DOE On 05/21/2010		
Reporting Unit Location:	09700-9997 -- AMERICAN EMBASSY FICTION, GARIAOLA. DPA - US State Department		
Offense Category:	Theft, rifling, delay, destruction, or interception of mail while under the jurisdiction or custody of the MPS, at all levels .		
Type of Offense:	Suspected Mail Rifling		
Incident Date:	05/15/2010		
Personnel Involved:	RSO, Postal Officer John Doe, DPO Mail Clerk, Jill Doe, DPO Supervisor Jack Nimble		
Personnel Category:	Local Hire, Other		
Facts and Circumstances:	<p>On 15 May 2008 I, XXXXXXXX, received an e-mail from Ms. XXXXX, in regards to a plastic bag envelope, originally weighing 4 oz., which appeared to have been sliced open. The contents of the envelope, which were bottles of medication, were missing, but the invoice was still inside. According to the addressee, the medication had been ordered in mid-April and was overdue. The routing at the time for 09750 was Delta DL-106 (JFK – FRA) to LH-3358 (FRA – GAR). After reviewing the photos, it looks as if someone took a knife to the envelope and slashed it clean through, providing an opening large enough to steal the bottles that were inside the envelope in question. The incident was reported to DPM on 15 May 2008. Photos of the envelope in question will be provided in a separate email to the European USPIS agent Joseph Costello for his review. The envelope originated from ESI, 3984 Tucker</p>		

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	Ln, Bensalem PA 19029.
Organizations Involved:	Delta Airlines, Lufthansa Airlines, United States Postal Service, and American Embassy Bulgaria DPO Staff.
Investigative Agency:	United States Postal Inspection Service (European Rep)
Adjudication:	---
Form of Restitution:	---
Case Number:	09700-001
Office of Acceptance:	APO AE 09750
Mailer Address:	Unit 8800 Box 13
Addressee:	Ms Y. Me
MACOM Review/Comments:	Mail bag had an anti-pilferage seal, which was intact when the bag arrived at the mail room. Believe incident occurred at the NY/NJ gateway or prior to arriving at the gateway for processing by USPS.
Final Resolution:	Turned over to USPS Postal Inspector Abbet Costello for informational purposes and documentation.
Closed on:	06/23/2010
Closed by:	DPO PROGRAM MANAGER